

## CLAIMS:

1. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, ~~representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;~~

collecting data, for the plurality of transaction steps, from the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data for each transaction step is data ~~representative of that~~ is a measurement of a performance of the transaction ~~steps~~ step of the script executed by at least one probe of the plurality of probes; and

reporting said data, wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, ~~having~~ and wherein each entry has associated performance data collected ~~from~~, for a corresponding transaction step, by one or more of the at least one local probe or the at least one remote probe.

2. (Original) The method of Claim 1, wherein said reporting further comprises:

reporting a first subset of said data that originates from said at least one local probe;

reporting a second subset of said data that originates from said at least one remote probe; and

employing a similar reporting format for said first subset and said second subset; whereby comparison of said first subset and said second subset is facilitated.

3. (Previously presented) The method of Claim 1, wherein said reporting further comprises outputting a plurality of items chosen from two or more of:

response time data;  
availability data;  
probe location;  
Internet service provider information;  
time of script execution;  
threshold values;  
service level agreement violations; and  
error messages.

4. (Original) The method of Claim 1:  
further comprising comparing said data with at least one threshold value derived from a service level agreement; and  
wherein said reporting further comprises reporting results of said comparing.
5. (Original) The method of Claim 1, further comprising providing an alert when said data indicates an error.
6. (Original) The method of Claim 5, wherein said error is a measured response time value greater than a corresponding threshold value.
7. (Original) The method of Claim 5, wherein said alert is provided via a system management computer.
8. (Original) The method of Claim 5, further comprising providing a clearing message when said error no longer is detected.
9. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

10. (Original) The method of Claim 9, wherein said outputting in a special mode further comprises outputting in a special color.

11. (Canceled)

12. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode an indication of an application's lack of availability.

13. (Original) The method of Claim 12, wherein said outputting in a special mode further comprises outputting in a special color.

14. (Canceled)

15. (Previously presented) The method of Claim 1, wherein said reporting further comprises reporting results of each execution of the script by said plurality of probes.

16. (Currently amended) A method for communicating performance information, said method comprising:

configuring at least one probe to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, ~~representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;~~

receiving data, for the plurality of transaction steps, from the at least one probe, wherein the ~~collected~~ received data for each transaction step is data ~~representative that is~~ a measurement of a performance of the transaction ~~steps~~ step of the script executed by the at least one probe;

comparing said data with at least one threshold value derived from a service level agreement; and

reporting results of said comparing, wherein the reported results comprise a plurality of transaction step entries, one entry for each transaction step of the script, having and wherein each entry has associated performance data collected, for a corresponding transaction step, from the at least one probe.

17. (Original) The method of Claim 16, further comprising:  
performing said receiving, said comparing, and said reporting, for a plurality of probes, including at least one local probe and at least one remote probe.
18. (Original) The method of Claim 17, wherein said reporting further comprises:  
reporting a first subset of said data that originates from said at least one local probe;  
reporting a second subset of said data that originates from said at least one remote probe; and  
employing a similar reporting format for said first subset and said second subset;  
whereby comparison of said first subset and said second subset is facilitated.
19. (Original) The method of Claim 16, further comprising providing an alert when said data indicates an error.
20. (Original) The method of Claim 19, wherein said error is a measured response time value greater than the corresponding threshold value.
21. (Original) The method of Claim 19, wherein said alert is provided via a system management computer.
22. (Original) The method of Claim 19, further comprising providing a clearing message when said error no longer is detected.
23. (Original) The method of Claim 16, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the

corresponding threshold value.

24. (Original) The method of Claim 23, wherein said outputting in a special mode further comprises outputting in a special color.

25. (Canceled)

26. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, ~~representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;~~

receiving data, for the plurality of transaction steps, from at least one probe, wherein the received data for each data transaction step is data ~~representative that is a measurement~~ of a performance of the transaction ~~steps~~ step of the script executed by the plurality of probes;

comparing said received data with at least one threshold value derived from a service level agreement;

reporting said received data, wherein reporting said received data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having and wherein each entry has associated performance data collected, for a corresponding transaction step, from one or more of the at least one local probe or the at least one remote probe; and

outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

27. (Original) The method of Claim 26, wherein said outputting in a special mode further comprises outputting in a special color.

28. (Canceled)

29. (Original) The method of Claim 26, further comprising:

performing said receiving, said comparing, and said outputting, for a plurality of probes, including at least one local probe and at least one remote probe.

30. (Currently amended) A system for communicating performance information, said system comprising:

a plurality of probe computers configured to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, ~~representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;~~

one or more database storage devices that collect data, for the plurality of transaction steps, from the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data for each transaction step is data representative that is a measurement of a performance of the transaction steps step of the script executed by the plurality of probes; and

a report generator that reports said data, wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having and wherein each entry has associated performance data collected, for a corresponding transaction step, from one or more of the at least one local probe or the at least one remote probe.

31. (Previously presented) The system of Claim 30, wherein the report generator:

reports a first subset of said data that originates from said at least one local probe; and

reports a second subset of said data that originates from said at least one remote probe wherein a similar reporting format is employed for said first subset and said second subset whereby comparison of said first subset and said second subset is facilitated.

32. (Previously presented) The system of Claim 30, wherein the report generator outputs a plurality of items chosen from two or more of:

- response time data;
- availability data;
- probe location;
- Internet service provider information;
- time of script execution;
- threshold values;
- service level agreement violations; and
- error messages.

33. (Previously presented) The system of Claim 30, wherein the report generator compares said data with at least one threshold value derived from a service level agreement and reports results of said comparing.

34. (Previously presented) The system of Claim 30, wherein the report generator provides an alert when said data indicates an error.

35. (Original) The system of Claim 34, wherein said error is a measured response time value greater than a corresponding threshold value.

36. (Original) The system of Claim 34, wherein said alert is provided via a system management computer.

37. (Previously presented) The system of Claim 34, wherein the probes provide a clearing message when said error no longer is detected.

38. (Previously presented) The system of Claim 30, wherein the report generator outputs, in a special mode, any measured response time value that is greater than the corresponding threshold value.

39. (Previously presented) The system of Claim 38, wherein the report generator outputs in a special mode by outputting in a special color.

40. (Canceled)

41. (Previously presented) The system of Claim 30, wherein the report generator outputs in a special mode an indication of an application's lack of availability.

42. (Previously presented) The system of Claim 41, wherein the report generator outputs in a special mode by outputting in a special color.

43. (Canceled)

44. (Previously presented) The system of Claim 30, wherein the report generator reports results of each execution of the script by said plurality of probes.

45. (Currently amended) ~~A computer program product~~ An apparatus for communicating performance information, the ~~computer program product~~ apparatus comprising:

a computer ~~readable storage medium~~ usable medium;

first program instructions to configure a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, ~~representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit~~;

second program instructions to collect data, for the plurality of transaction steps, from the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data for each transaction step is data ~~representative of that is~~



a measurement of a performance of the transaction ~~steps~~ step of the script executed by at least one probe of the plurality of probes; and

third program instructions to report said data, wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having and wherein each entry has associated performance data collected ~~from, for a corresponding transaction step,~~ by one or more of the at least one local probe or the at least one remote probe, wherein the first, second, and third program instructions are stored on the computer ~~readable storage~~ usable medium.

46. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising:

fourth program instructions to report a first subset of said data that originates from said at least one local probe; and

fifth program instructions to report a second subset of said data that originates from said at least one remote probe, wherein a similar reporting format is employed for said first subset and said second subset whereby comparison of said first subset and said second subset is facilitated, and wherein the fourth and fifth program instructions are stored on the computer ~~readable storage~~ usable medium.

47. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, wherein further comprising fourth program instructions to output a plurality of items chosen from:

response time data;

availability data;

probe location;

Internet service provider information;

time of script execution;

threshold values;

service level agreement violations; and

error messages, wherein the fourth program instructions are stored on the computer ~~readable storage~~ usable medium.

48. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising:

fourth program instructions to compare said data with at least one threshold value derived from a service level agreement and fifth program instructions to report results of said comparing, wherein the fourth and fifth program instructions are stored on the computer ~~readable storage~~ usable medium.

49. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising fourth program instructions to provide an alert when said data indicates an error, wherein the fourth program instructions are stored on the computer ~~readable storage~~ usable medium.

50. (Currently amended) The ~~computer program product~~ apparatus of Claim 49, wherein said error is a measured response time value greater than a corresponding threshold value.

51. (Currently amended) The ~~computer program product~~ apparatus of Claim 49, wherein said alert is provided via a system management computer.

52. (Currently amended) The ~~computer program product~~ apparatus of Claim 49, further comprising fifth program instructions to provide a clearing message when said error no longer is detected, wherein the fifth program instructions are stored on the computer ~~readable storage~~ usable medium.

53. (Currently amended) The ~~computer program product~~ apparatus of Claim 45, further comprising fourth program instructions to output in a special mode any measured response time value that is greater than the corresponding threshold value, wherein the fourth program instructions are stored on the computer ~~readable storage~~ usable medium.

54. (Currently amended) The ~~computer program product~~ apparatus of Claim 53, further comprising fifth program instructions to output in a special mode by outputting in

a special color, wherein the fifth program instructions are stored on the computer ~~readable-storage~~ usable medium.

55. (Canceled)

56. (Currently amended) The ~~computer-program-product~~ apparatus of Claim 45, further comprising fourth program instructions to output in a special mode an indication of an application's lack of availability, wherein the fourth program instructions are stored on the computer ~~readable-storage~~ usable medium.

57. (Currently amended) The ~~computer-program-product~~ apparatus of Claim 56, further comprising fifth program instructions to output in a special mode by outputting in a special color, wherein the fifth program instructions are stored on the computer ~~readable-storage~~ usable medium.

58. (Canceled)

59. (Currently amended) The ~~computer-program-product~~ apparatus of Claim 45, further comprising fourth program instructions to report results of each execution of the script by said plurality of probes, wherein the fourth program instructions are stored on the computer ~~readable-storage~~ usable medium.

60. (Currently amended) The method of claim 15, further comprising:  
~~outputting- configuring the report to a user, wherein the output of the report~~  
~~comprises to comprise~~ a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script; and  
outputting the report to a user.

61. (Currently amended) The method of claim 16, further comprising:  
~~outputting the reported results to a user, wherein the output of~~ configuring the report ~~comprises~~ configuring a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script; and  
outputting the report to a user.
62. (Currently amended) The method of claim 26, further comprising:  
~~outputting- configuring the report to a user, wherein the output of the report~~  
~~comprises~~ to comprise a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script; and  
outputting the report to a user.
63. (Currently amended) The system of claim 44, further comprising:  
means for ~~outputting- configuring the report to a user, wherein the output of the~~  
~~report comprises~~ to comprise a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script; and  
means for outputting the report to a user.
64. (Currently amended) The ~~computer program product~~ apparatus of claim 59, further comprising fifth program instructions to ~~output the report to a user, wherein the~~  
~~output of~~ configure the report ~~comprises~~ to comprise a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script; and  
sixth program instructions to output the report to a user, and wherein the fifth and  
sixth program instructions are stored on the computer ~~readable storage~~ usable medium.